



## JOB DESCRIPTION

Title: **CUSTOMER SERVICE REPRESENTATIVE**  
Department: Finance-Administration/Customer Services  
Class Code: 6220  
FLSA Status: Non-Exempt  
Effective Date: July 1, 1982 (Rev. 08/2005)  
Grade Number: 9

### GENERAL PURPOSE

Under close supervision from an administrative supervisor, performs customer service, computer work and bill collecting.

**EXAMPLE OF DUTIES** (Any one position may not include all of the duties listed, nor do the listed examples include all duties which may be found in positions of this class.)

- \*-- Assists the public in signing up for new utility services; enters information from Utility Service Agreement into HTE Customer Information System.
- \*-- Provides information over the counter and by telephone to the public.
- \*-- Performs telephone collection of delinquent residential and commercial utility accounts; initiates letters, notices and reports necessary to the collection of delinquent accounts .
- \*-- Accepts and receipts in utility payments and deposits.
- \*-- Edits; sets up, adjusts and operates a mailing inserter; files; binds billing books.
- \*-- Places billing input into the computer; reviews billing edits for accuracy; forwards collection information to collection agency.
- \*-- Handles returned mail; finds correct addresses.
- Performs related duties as required.

## **MINIMUM QUALIFICATIONS**

### Education and Experience

- High School graduation plus twelve (12) months customer service experience, to include six (6) months experience in an accounting related position, or any equivalent combination of education and experience.
- Experience in the use of word processing and a typing speed of 40 net words per minute or better desired; skill in the use of 10-key and a calculator by touch desired.

### Special Requirements

- None

### Necessary Knowledge, Skills and Abilities

- Working knowledge of residential billing systems; some knowledge of data entry into the computer.
- Ability to set up, adjust, and operate a mailing inserter; ability to do mathematical calculations quickly and accurately; ability to establish and maintain effective working relationships with employees and the public; ability to communicate effectively, verbally and in writing.
- Must be able to handle numerous tasks at one time with efficiency and with continual interruptions.

## **TOOLS & EQUIPMENT USED**

- Personal computer, including word processing and spreadsheet software, credit card payment machine, central billing system terminal, 10-key calculator, phone, fax and copy machines.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, stand, walk and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually moderate.

DEPT/DIVISION APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

H. R. DEPT. APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

\*Essential functions of the job.